

## SUPPLEMENTAL JOB DESCRIPTION

Classification:	Technical Support Specialist VI	Function Code: 9320-003
Position Title:	Senior WAN Engineer	Date Established: 04/17/92
Position Number:	10431	Date of Last Amendment: 06/20/11

**SCOPE OF WORK:** Directs, oversees, monitors and coordinates the selection, installation, design, development, security, operation, performance and maintenance of Local Area Networks (LAN) and Wide Area Network (WAN) infrastructure, platforms, and solutions. Develops and designs complex network solutions with contractors, developers, customers and management to ensure the network infrastructure and enhancements will meet the required functional, capacity, security and performance needs of the department. Coordinate the design, implementation, monitoring and turning of complex critical resources to ensure short and long-term functionality, capacity and performance needs. Directs and instructs technical specialists. Evaluates, plans and formulates current and long-range solutions, strategies or policies of a specialized or technical nature.

### ACCOUNTABILITIES:

- Senior Engineer responsible for the departmental LAN/WAN. Responsibilities include the design and implementation of network infrastructure including hardware, software and data communication links; routing topologies; development of standards and procedures; security; and oversee resolution of all network problems and issues.
- Designs and oversees critical enterprise functionality including DNS (Domain Naming System), WINS (Windows Internet Naming Service) and DHCP (Dynamic Host Configuration Protocol).
- Develops, designs and oversees the implementation of complex network solutions with technical staff, contractors, developers, customers, and management to ensure the network infrastructure will meet the required functional, capacity, security and performance needs of the department.
- Designs and oversees the security and connectivity to the Internet, other state agencies, outside providers and the public.
- Determines requirements, configuration parameters, operational procedures and security issues required to implement new or modify existing systems.
- Directs, monitors and coordinates the installation, design, security, operation, performance and maintenance of the network infrastructure, including multiple critical operation system platforms.
- Selects and directs the implementation of system performance and monitoring tools. Monitors and reviews utilization of WAN resources for performance optimization, security, and short-term and long-term capacity planning.
- Researches technical issues and develops new solutions to problems.
- Researches, evaluates and develops short and long range network system strategies and plans using state-of-the-art hardware and network technologies, identification of functional and performance requirements, review of hardware/software utilization and analysis of system performance and monitoring tools.
- Oversees state technical staff, multi-state agency representatives and contractors in the operation maintenance and tuning of hardware, software, data communication links and peripherals.

- Develops standards, policies and procedures for the LAN/WAN infrastructure to ensure that operational, security, capacity and performance requirements are met.
- Identifies need, evaluates product alternatives, and oversees the purchase and installation of all LAN/WAN hardware, software, and peripherals.
- Trains technical staff on network infrastructure technologies and oversees the resolution of network-related problems, including hardware, software, data communication links and peripherals.
- Designs, directs, monitors, controls and operates WAN database performance monitoring software, hardware and other tools as necessary, generating detail and high level management reporting to teach, train, advise and direct changes as necessary to applications, networks, hardware, software and/or design structure to insure optimal accessibility.
- Develops, generates and documents information forecasting the changes that will take place in any and all aspects of the departmental LAN/WAN. This process will be performed based upon performance trend analysis and detailed knowledge of the operation and performance of the network infrastructure under the control of this position.
- Directs, designs and implements recovery and backup activities to insure data integrity and system recoverability.
- Provides guidance, advise for, and directs capacity planning efforts on the multiple hardware and operation system platforms.
- Coordinates research efforts regarding the evaluation and suitability of new computer technology, and submits recommendations to management.

**MINIMUM QUALIFICATIONS:** See class specification for appropriate minimum qualifications.

**Special Requirements:** Completion of all courses required to qualify to maintain the software and operating systems of the agency.

**DISCLAIMER STATEMENT:** The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed the content of this supplemental job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date Reviewed

Supervisor's Name and Title: Barbara Dutile, IT Manager IV, Pos #40774

I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

*Jennifer J. Elberfeld*

JB

June 20, 2011

Division of Personnel

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Date Approved